FAQ

TRACELINK UNIVERSITY

Process Orchestration for Empowered Teams FAQs

General

Who uses Agile Process Teams?

All members of the supply chain, from Suppliers to Pharmacies and Hospitals, can use Agile Process Teams to collaborate on items and work items. However, some Agile Process Teams processes are built to support specific use cases:

- Items – Companies can collaborate with other companies or their own internal locations to complete shared tasks which are not time bound.
- Work Items – Companies can collaborate with other companies or their own internal locations to complete shared tasks which are time bound and have a certain due date.

Can I customize Agile Process Teams?

Yes. Companies that own Agile Process Teams and OPUS Solution Environment (OSE) can also customize the pages, workflows, roles, and policies used by APT. Contact TraceLink Support for more information. For more information on solutions and configuring solutions for an app, see the OPUS Solution Environment Help Center.

What file types can I include attachments

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The Attachment field in Process Orchestration for Empowered Teams supports the following file types:

- Document files:
  - .doc, .docx (Microsoft Word)
  - .xls, .xlsx (Microsoft Excel)
  - .ppt, .pptx (Microsoft PowerPoint)
  - .pdf (Adobe PDF)
- Image files:
  - .jpg
  - .jpeg
  - .png
  - .gif
  - .bmp
- Audio and video files:
  - .mp3 (audio)
  - .mp4 (video)
  - .avi (video)
  - .mkv (video)
- Text files:
  - .txt
  - .csv
- Other files:
  - .json

Uploading any other file type is restricted to prevent malicious files and protect data.

Solutions

What are solutions?

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TraceLink apps are extended through **solutions**, which pull together assets that define how the app looks and functions when users interact with it (i.e. the app's data model, pages, workflows, roles, and policies). Solutions available in the Marketplace Catalog can be saved as Company Solutions and configured to meet a company's specific use cases and business needs.

What solutions are available for Agile Process Teams?

The Process Orchestration for Empowered Teams solution is available for Agile Process Teams. This solution contains the following processes:

- Items
- Work Items

What are the common capabilities in the processes provided in the Process Orchestration for Empowered Teams solutions?

- Add networks to link internal and external stakeholders and multi-disciplinary teams with core business stakeholders and domain experts.
- Assign roles to internal and external team members.
- Add new process items.
- Assign team members to those items.
- Share documents as attachments associated with the item.
- Communicate with team members in the context of the item through comments.
- Enable notifications when items are updated.
- Filter items by key data fields.
- View and edit full details of items.
- View the multi-disciplinary team members that are following an item.
- View an activity history for item analysis and process improvement (i.e. to understand who took actions when).
- Reopen closed items.

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Roles

What roles can be assigned to Agile Process Teams users?

- Member - Expanded Access – Allows users from the Owner to view, add, edit, copy, close, reopen, and export processes (e.g. incidents, compliance exceptions, change requests). Also allows users to submit processes to Partners and submit initial and final responses to processes, if supported. These users see the Expanded Access dashboard on the Monitor screens.
- Partner Member – Allows users from external Partners to view, add, edit, copy, and download processes. Also allows users to submit initial and final responses to processes, if supported. These users see the Standard Access dashboard on the Monitor screens, with information limited further for Partners.

How do roles provide users with access?

Roles group a set of permissions for specific actions (either in the UI or via API), side menu items, and data within an app. The solution applied to the app or its network determines which roles are available. Administrators assign users to roles when they assign users to an app, its network, or its Links.

Owners assign specific roles to Links, allowing their Partners to assign those roles to the Partner users with access to the Link.

How do I add or edit roles?

Companies must own OPUS Solution Environment (OSE) to add or edit roles. If your company owns OSE and you also have the Solution Designer role assigned, you can add new roles to a Company Solution or edit existing roles by navigating to OSE and selecting Roles in the side menu. See the OPUS Solution Environment Help Center for more information. If your company does not own OSE, then contact TraceLink Support for more information.

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OPUS Platform

What are the password requirements for TraceLink SSO?

Passwords must be a minimum of 8 characters, must *not* be your email, and must include at least one:

- Numerical digit
- Lowercase letter
- Uppercase letter
- Special character

If your company was enabled on the OPUS Platform from Track & Trace Services, the following password settings from Track & Trace Services apply:

- Number of previous passwords that cannot be reused.
- Number of login attempts allowed before the account is locked.
- Number of days until the password expires.

If your company was *not* originally enabled on Track & Trace Services, the following default settings apply to TraceLink SSO:

- The previous 6 passwords cannot be reused.
- 5 login attempts are allowed before the account is locked.
- Passwords expire in 30 days.

Which browsers does the OPUS Platform support?

The OPUS Platform supports the following web browsers:

- **Google Chrome**: Versions 57, 68, 74, or above
- **Microsoft Edge**: Version 80 or above
- **Microsoft Edge (Legacy)**: Versions 16, 17, and 18
- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

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The OPUS Platform supports the following mobile browsers:

- **Google Chrome Mobile**: Version 80.0 or above
- **Android Web View**: Version 80.0 or above
- **iOS Safari**: Version 13.1 or above

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